

PRoCARE® Customer Care Packages

Every automation environment has different operational demands, internal resources, and support requirements. FORMOVA's PRoCARE® packages are designed to provide the level of service that best fits your system and team.

Whether you manage support internally or want ongoing expert oversight, PRoCARE® helps ensure your automation system stays reliable, efficient, and optimized over time.

	Bronze Package Designed for smaller, less complex systems with in-house support teams managing day-to-day maintenance.	Silver Package Ideal for medium-sized systems that benefit from periodic monitoring and annual optimization reviews from FORMOVA experts.	Gold Package Built for larger, more complex environments where organizations want FORMOVA experts to lead ongoing system support and optimization.
Help desk support (M-F 8am-5pm EST)	✓	✓	✓
Help desk support (after 5pm EST, weekends & federal holidays)	✓	✓	✓
Spare part discount	10%	15%	20%
AGV safety and system monitoring	✓	✓	✓
On-site visit with certified FORMOVA technician		1 per year	Resident technician
Customer care labor rate discount	10%	15%	20%
Monthly reporting, system monitoring, and performance improvement recommendations		✓	✓
Stocked critical standard spare parts		✓	✓
2-year parts warranty		✓	✓
Cyber security update prioritization			✓
Resident FORMOVA technician			✓

Software updates and system improvements

Keeping automation systems up to date is essential for long-term reliability, security, and compatibility. FORMOVA provides ongoing software updates designed to improve system performance and support evolving operational environments.

Updates may include:

- Cybersecurity protections and patches
- Performance improvements and bug fixes
- New features and functionality
- Compatibility updates for evolving infrastructure